

# Submitting Online Payments

## How to Make a Payment on the Lab Site

A client may provide you with their payment information for you to use to pay off an invoice or statement. Here are a few ways you can submit a payment for a client:

1. Submit Payment for Statement or Other Amount
  - a. Navigate to Reports > Accounting > Account Balance
  - b. Click on the Credit Card Icon
    - i. Note: This report will only generate if you have previous statements.

Account Balance

All Clients   Hide zero balances

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November 2024 Statements

[Export](#) Total: \$3,643.21

Acct	Client ▲	Amount Due	Due	Payments (Dec 2024)	Adjustments (Dec 2024)	Balance		
1015	AZ Dental	(\$826.05)	12/20/2024	\$0.00	\$0.00	(\$826.05)	✓	✓
1013	Baltimore Dental Group	\$2,094.11	12/20/2024	\$0.00	\$0.00	\$2,094.11	✉	

## 2. Making Payments by Invoice

- a. Navigate to Billing > Payments > New Payment > Invoice Payment
  - i. Another way to access this Reports > Accounting > Invoices & Payments
- b. Click on the Credit Card Icon

## Invoices & Payments

**Please note:** Add an invoice payment only if the client pays by invoice. It's not intended to enter a single payment for multiple invoices. For multiple invoices, use [New Payment](#)

Select Month  Enter Invoices

December 2024 Company Name All Statuses Generate

Print Refresh Export

Invoice	Client	Patient	Date	Status	Total	Payments
1231	Company Name	test	12/10/2024	New	\$75.99	

**Note:** Other payments made will NOT show up as paid check mark on the Invoices & Payments Report. Example if you or your client make a payment for a statement it will not automatically apply which invoices have been paid. To track this, we recommend navigating to Billing > Payments > Edit Icon and in the Notes section adding the invoice numbers in this format: "Invoice 1234, 5678, 9876".

## Payments

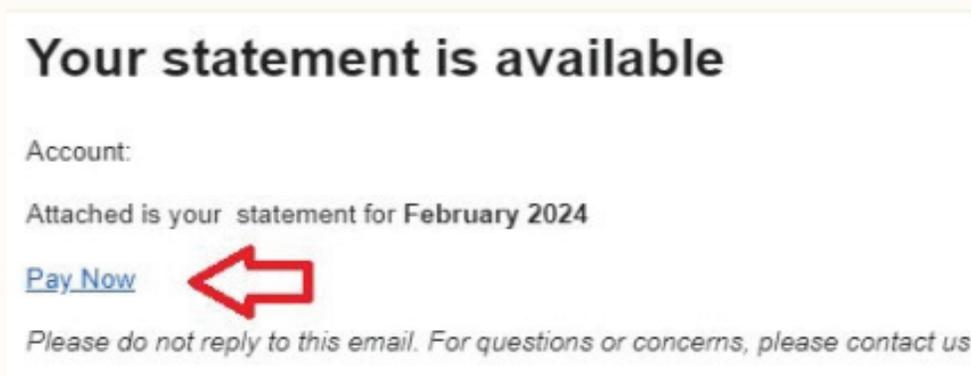
All Clients November 2024 Export [New payment](#)

Date	Acct	Client	Reference	Amount	Notes			
11/12/2024	1015	AZ Dental	23423	\$196.02	Invoice 1198, 1221			

Total: \$196.02

# Emailing Invoices & Statements

With the integration your invoices & statements now have a Pay Now link. This will be included in the email your clients receive whenever you use the email icon to send them their invoice or statements.



# How to Make a Payment on the Client Portal

Clients can conveniently make online payments through the client portal. To do so, they should:

1. Log in to the Client Portal.
2. Submit a payment using either of the following methods:

## A.Option 1:

- I. Go to the Statements section.
- II. Click the Pay Now button.
- III. Enter the desired payment amount.



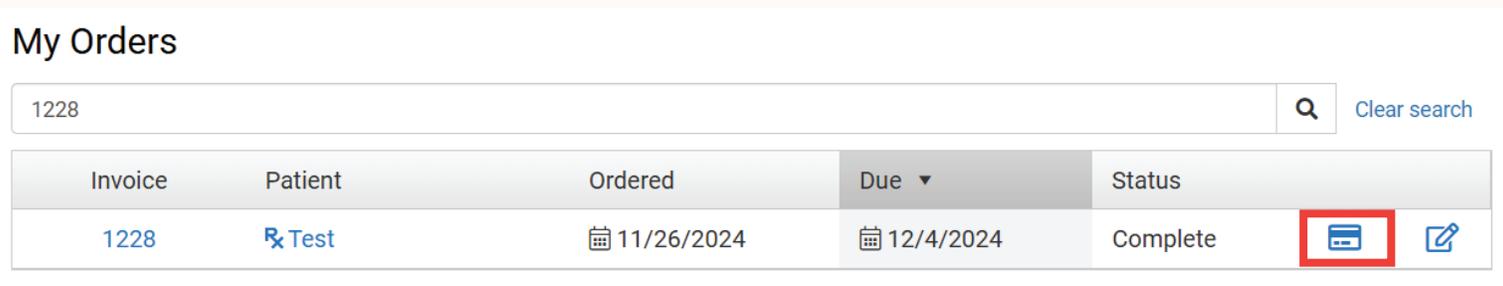
Statements 

Statement from ▾

Tuesday, December 31, 2024 [View and print](#)

## A.Option 2:

- I. Navigate to My Orders.
- II. Search for the relevant invoice.
- III. Click the credit card icon next to the order to proceed with payment.
  - a. Notes: Clients can only view an invoice once the case is marked as Complete or Shipped



My Orders

1228  Clear search

Invoice	Patient	Ordered	Due ▾	Status
1228	 Test	 11/26/2024	 12/4/2024	Complete <span style="float: right;"> </span>

## Important Note on Statements

Please wait until the 1st of the next month before generating your monthly statements. Generating statements early will result in payments not being recorded in our system, even though they will still be processed through your merchant account. If this occurs, you'll need to unlock your statements and go to Billing > Payments to manually add any payments that were processed but not recorded due to early statement generation.

## Seazona is Here to Support You!

If you need anything regarding your merchant integration please let us know. On our support page, we offer a live chat feature that allows you to communicate directly with one of our agents. You can also reach us via phone, email, or by submitting a General or Technical Support Request.

Additionally, we offer free online training and a variety of tutorial videos. Please reach out to us if you need any assistance or have any questions.

Thank you for choosing Seazona Dental Lab Management Software!

[www.seazonasupport.net](http://www.seazonasupport.net)